



Katie M. Brown
Counsel

Duke Energy
40 W. Broad Street
DSC 556
Greenville, SC 29601

O: 864-370-5296
F: 864-370-5027

Katie.Brown2@duke-energy.com

March 10, 2021

VIA ELECTRONIC FILING

The Honorable Jocelyn G. Boyd Chief
Clerk and Executive Director
Public Service Commission of South Carolina 101
Executive Center Drive, Suite 100 Columbia, South
Carolina 29210

**Re: Duke Energy Carolinas, LLC's and Duke Energy Progress, LLC's Petition for
Limited Waivers and Request for Approval of Updated Service Regulations
Docket No. 2021-__-E**

Dear Ms. Boyd:

Enclosed for filing please find Duke Energy Carolinas, LLC ("DEC") and Duke Energy Progress, LLC's ("DEP" and together with DEC, the "Companies") Petition for Limited Waivers and Request for Approval of Updated Service Regulations. These requests are related to the Companies' implementation of the Customer Connect platform and will allow the Companies to deliver significant benefits to customers. Specifically, these waivers will allow the Companies' upgraded billing and customer service platform to better support dynamic rate designs; standardize the monthly billing period by extending it by two days; and grant the Companies more flexibility in reviewing a customer's payment history to potentially eliminate the need for a deposit when relocating from one Duke Energy jurisdiction to another. The waivers requested will allow the Companies to deliver these benefits to customers in April 2021 for DEC and November 2021 for DEP.

Sincerely,

Katie M. Brown

Enclosures

cc: Nanette Edwards, Office of Regulatory Staff
Dawn Hipp, Office of Regulatory Staff

The Honorable Jocelyn G. Boyd

March 10, 2021

Page 2

Jeffrey Nelson, Office of Regulatory Staff

Ryder Thompson, Office of Regulatory Staff

Sarah Wilhite, Office of Regulatory Staff

Chad Campbell, Office of Regulatory Staff

Carri Grube Lybarker, SC Department of Consumer Affairs

Roger Hall, SC Department of Consumer Affairs